



# DIT Client Service Center Monthly Report Card

July, 2004

Case Volume	
Total Cases Created	23,860
Cases Created -- CSC	16,745
% Cases Entered by CSC	70.18%
Total Resolved Cases	24,399
Cases Resolved --CSC	6,435
% Cases Resolved by CSC	38.43%
Open Cases	4,454
Open Cases -- CSC	139
Total Percentage Open	18.67%
Percentage Open -- CSC	3.12%

Case Closure Percentage -- DIT	
Resolved in <1 day	63.47%
Resolved in 1-3 days	10.55%
Resolved in 3-5 days	5.43%
Resolved in >5 days	20.55%

Case Closure Percentage -- CSC	
Resolved in <1 day	86.25%
Resolved in 1-3 days	4.27%
Resolved in 3-5 days	2.70%
Resolved in >5 days	7.20%

Call Volume	
Total Contacts	27,898
Calls Offered	18,908
Calls Answered	15,837
Voice Mail	1,221
Abandoned Calls	1,850
Web	590
E-mail	8,400
Abandoned Call Rate	9.78%
Average Speed to Answer	1 min 18 sec
Average Call Handling Time	7 min 49 sec
Average Call Duration	4 min 23 sec
Average ACW Time	3 min 26 sec

CSC Analyst Statistics	
Actual CSC Staff	60
CSC Staffing Rate	72.73%
Effective CSC Staff	43.64
Average Contacts/Analyst	596.91
Average Cases/Analyst	383.73

Case Priority	
Urgent	3
High	426
Medium	17,738
Low	6,232

Average Time to Resolution (Days)	
Urgent	0.53
High	5.71
Medium	5.54
Low	6.09

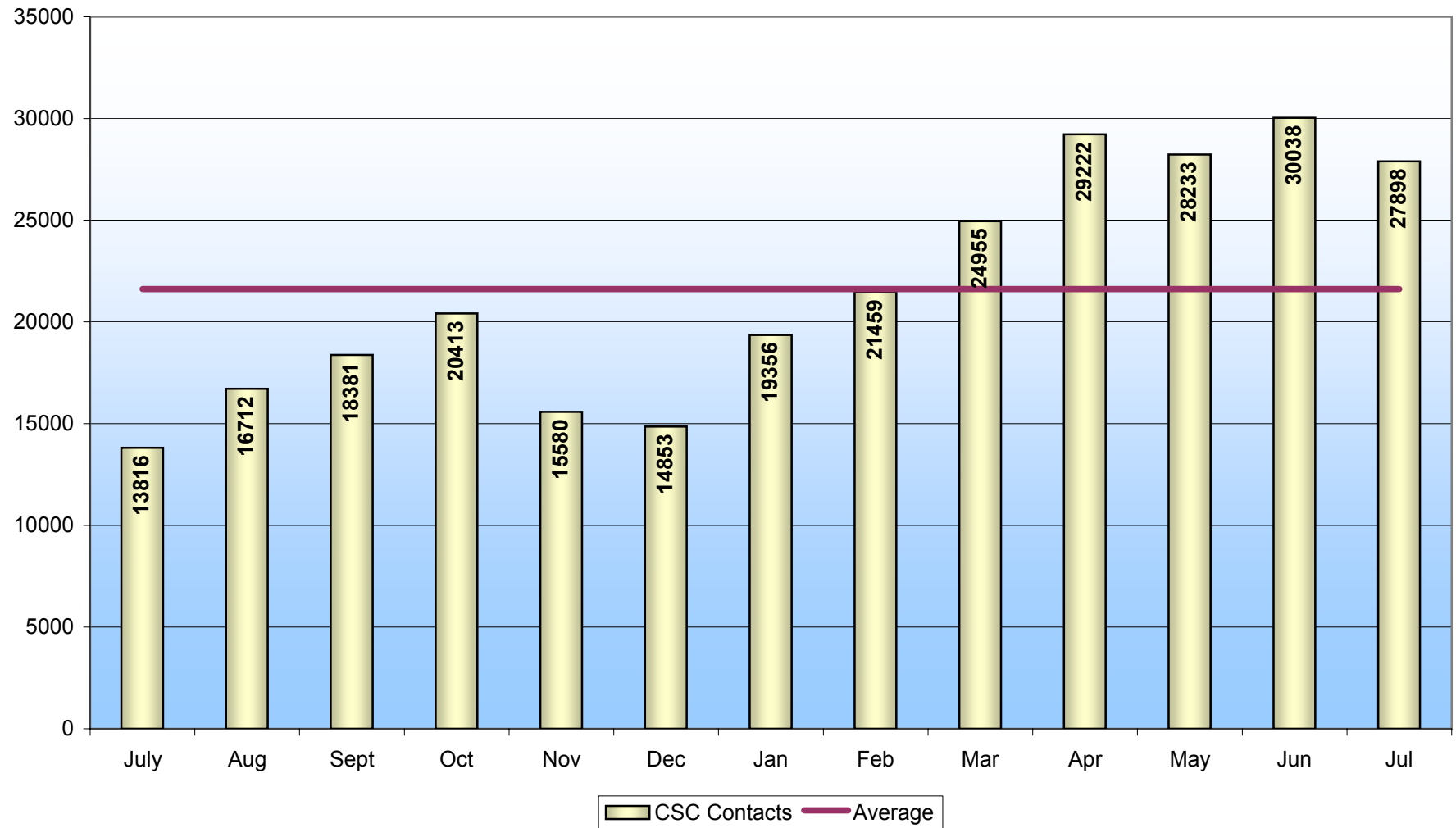
Case Types	
Problem	15,413
Request	7,971
Question	1,015

CSC Trend	
Desktops Supported	50,248
Contacts/Desktop	0.56
Cost/Contact	N/A
First Contact Resolution Rate	N/A

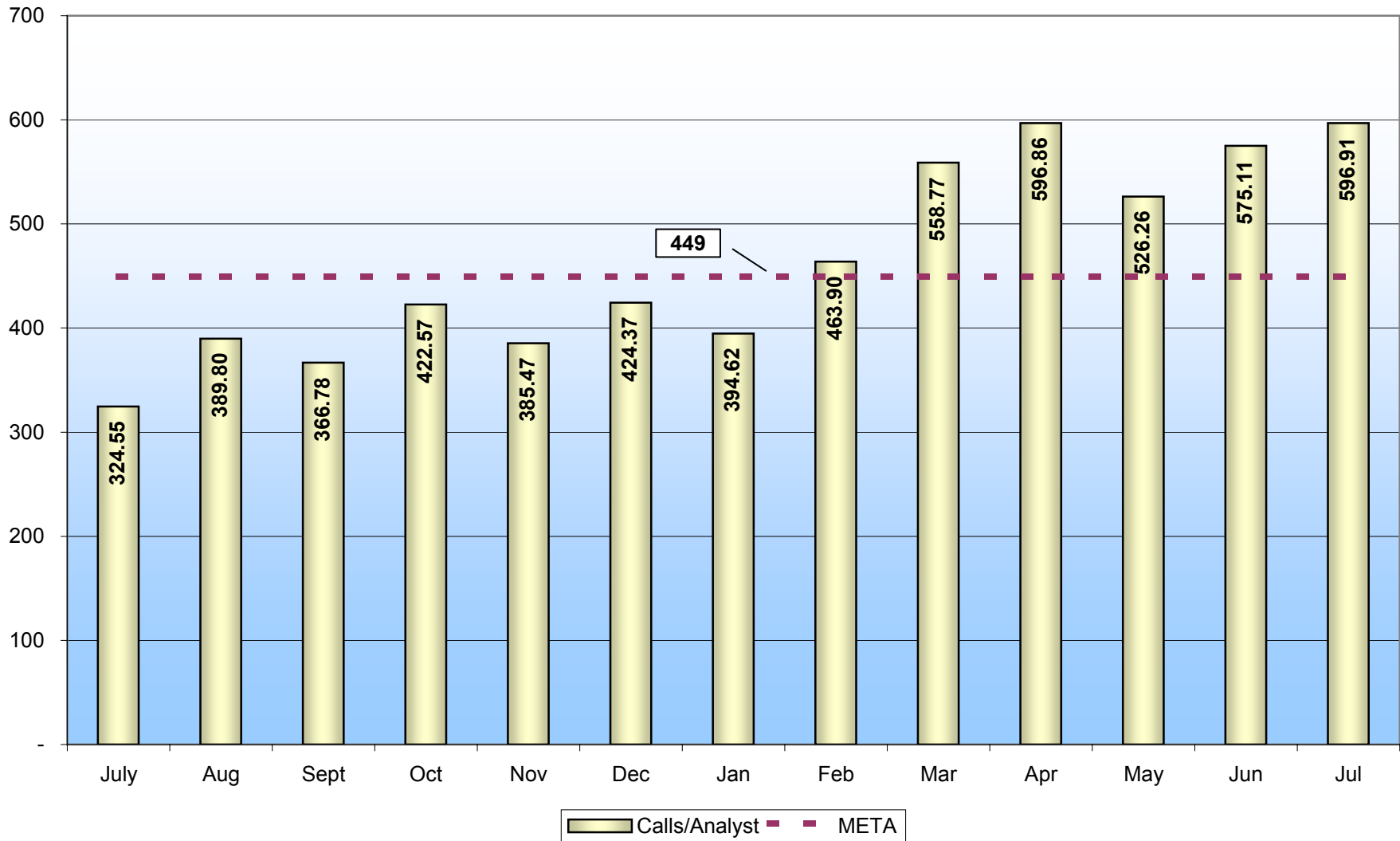
Top 10 Problems by Category/Type	
State Applications/GroupWise	950
Operating Systems/Windows 2000 Client	847
Hardware Printers/Laser	767
DIT Services/Information	756
DIT Services/Virus Protection	580
FIA-Applications/ASSIST	553
Password Reset/Network	520
FIA-Applications/CIS	513
MDOS-Applications/Branch Office System	502
Operating Systems/Novell - Client	499

# DIT CSC Contacts

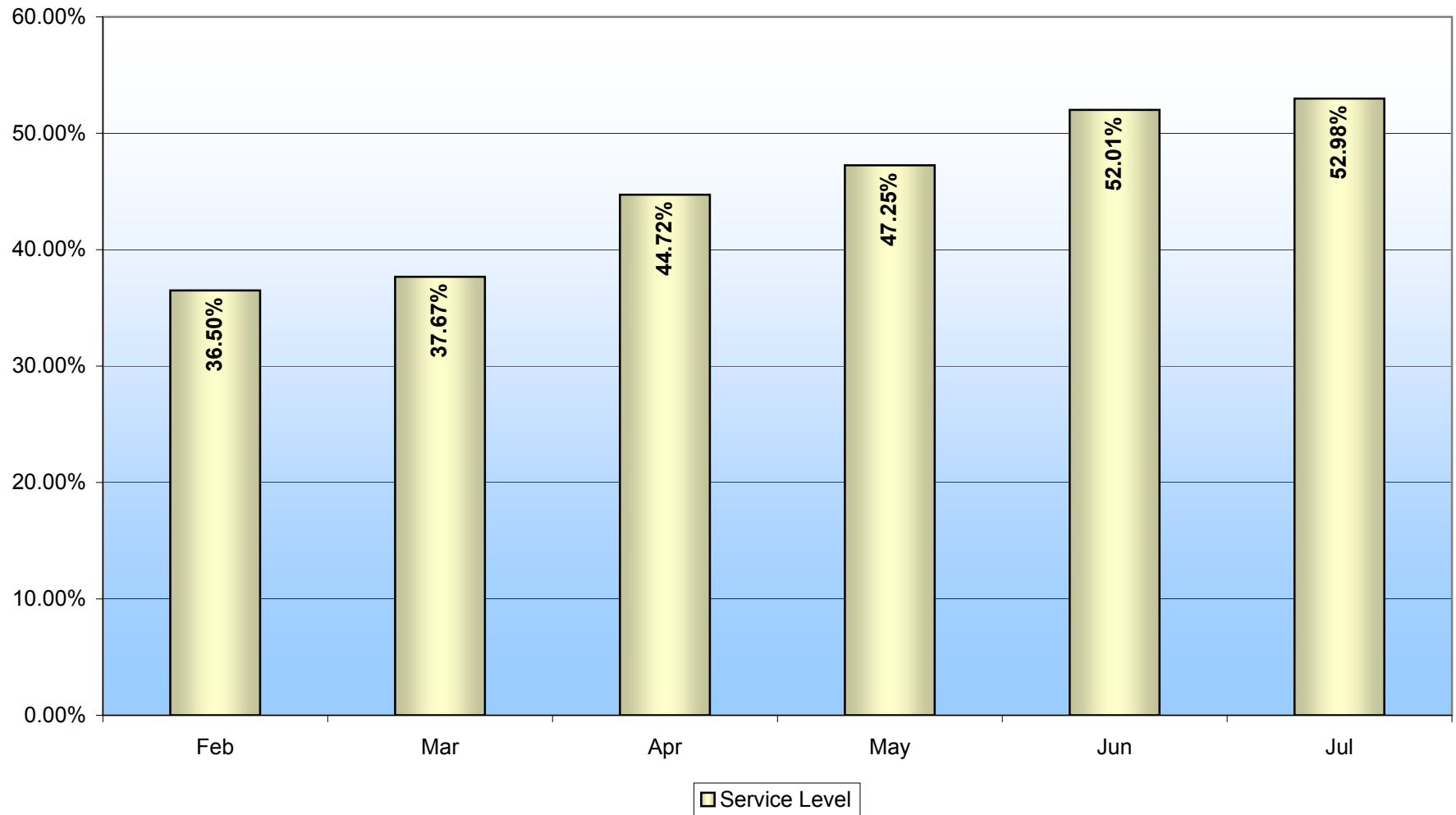
Phone, Voicemail, E-mail



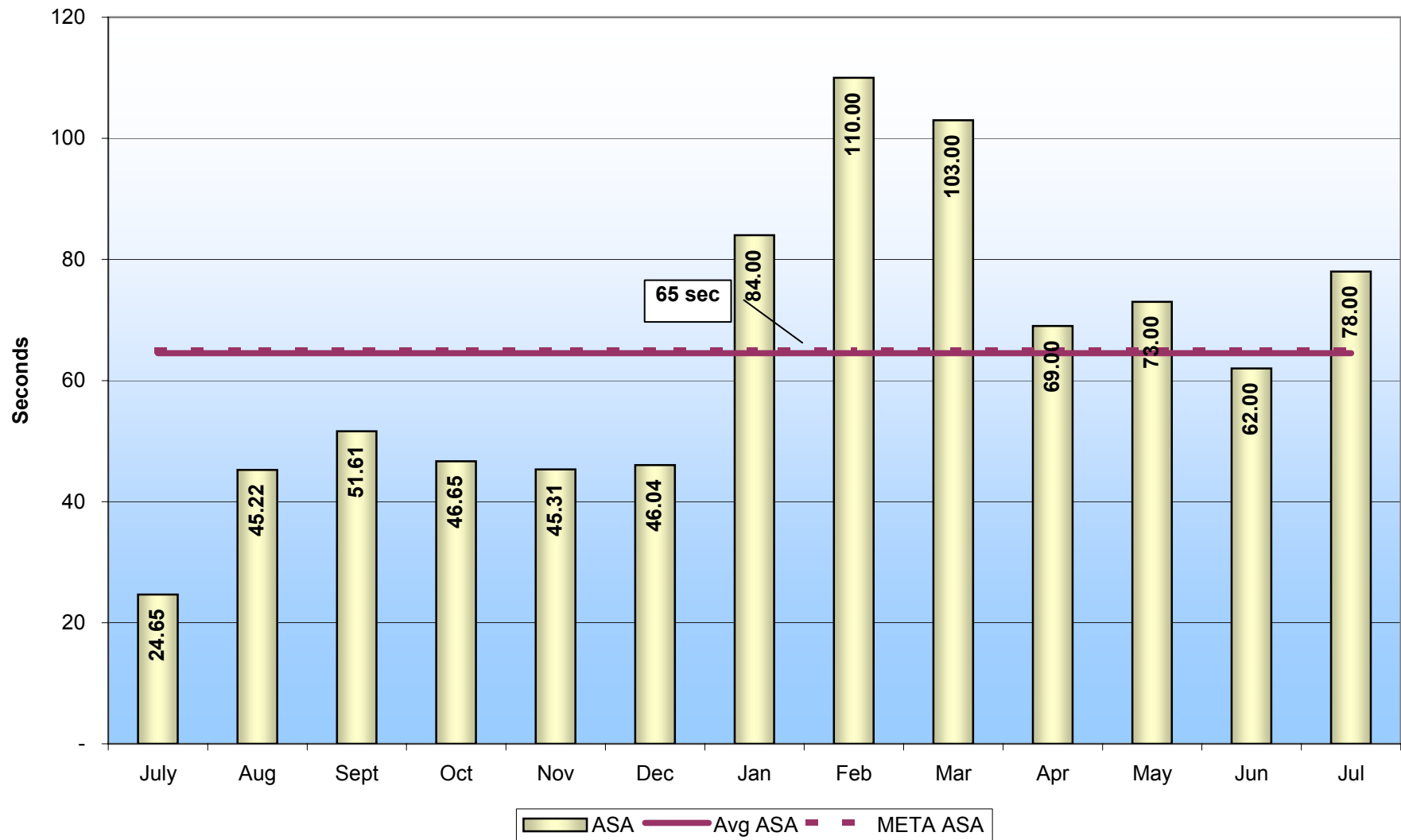
## DIT CSC Contacts/Analyst/Month



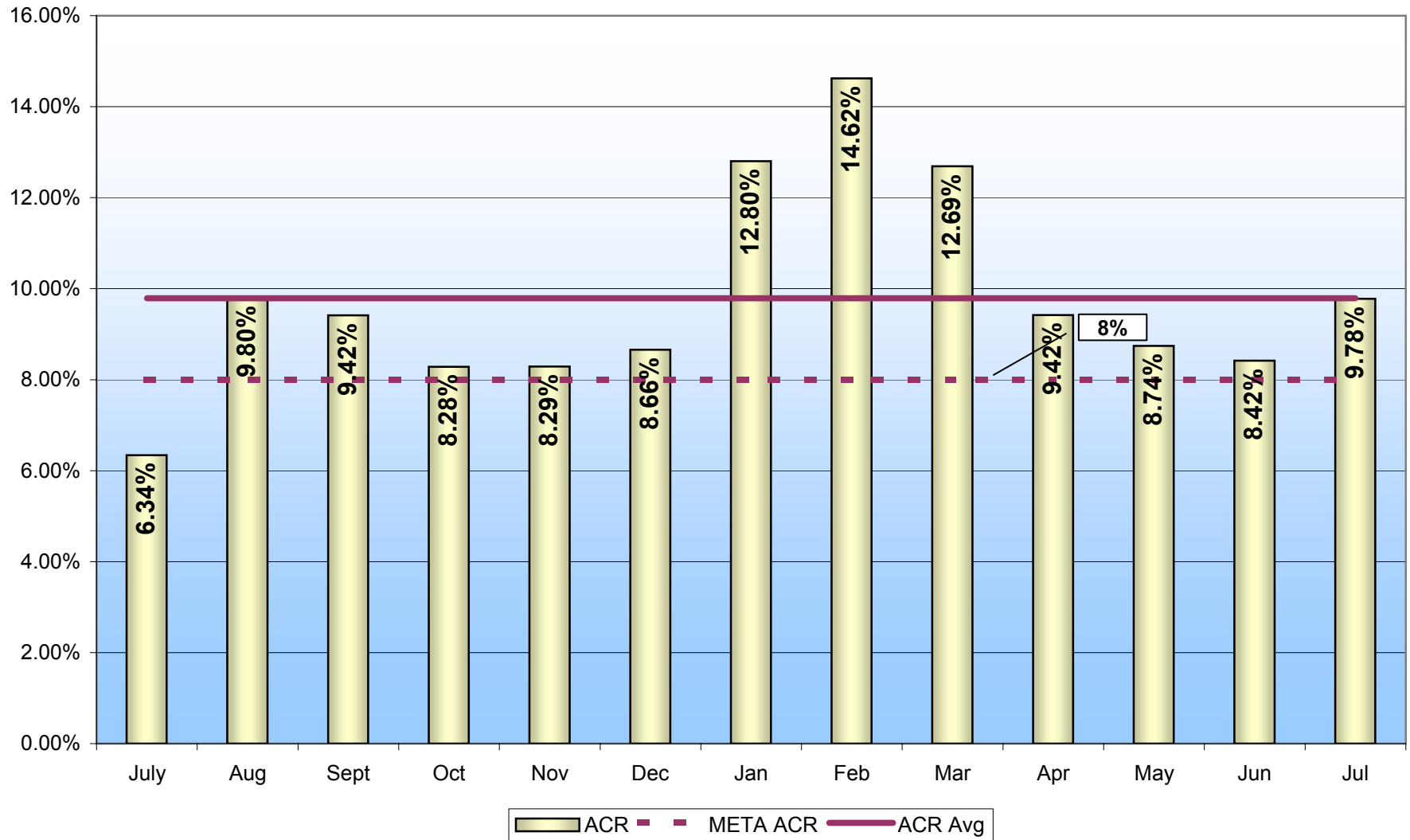
## Service Level (Percentage of Calls Answered in 30 sec or less)



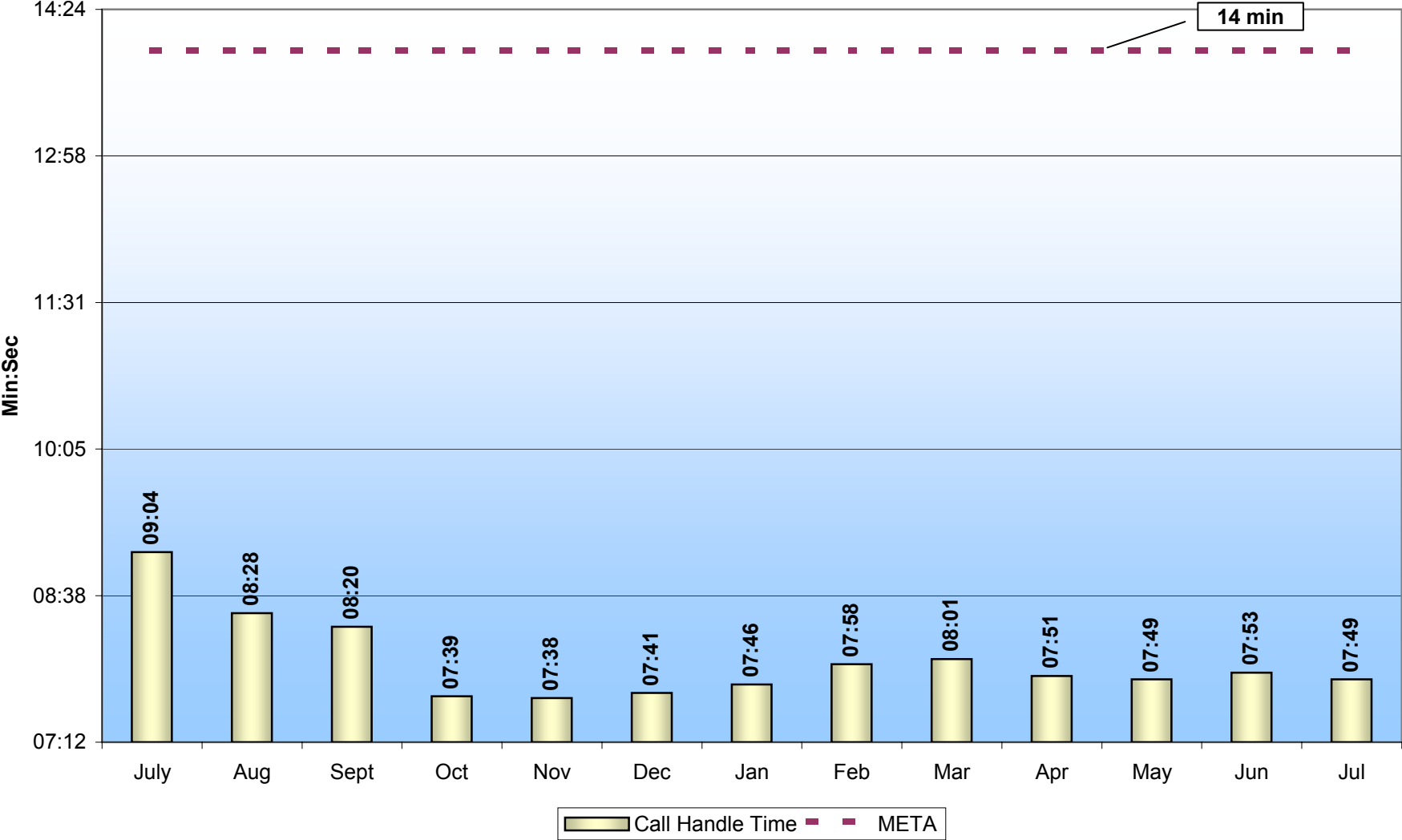
## DIT CSC Average Speed to Answer



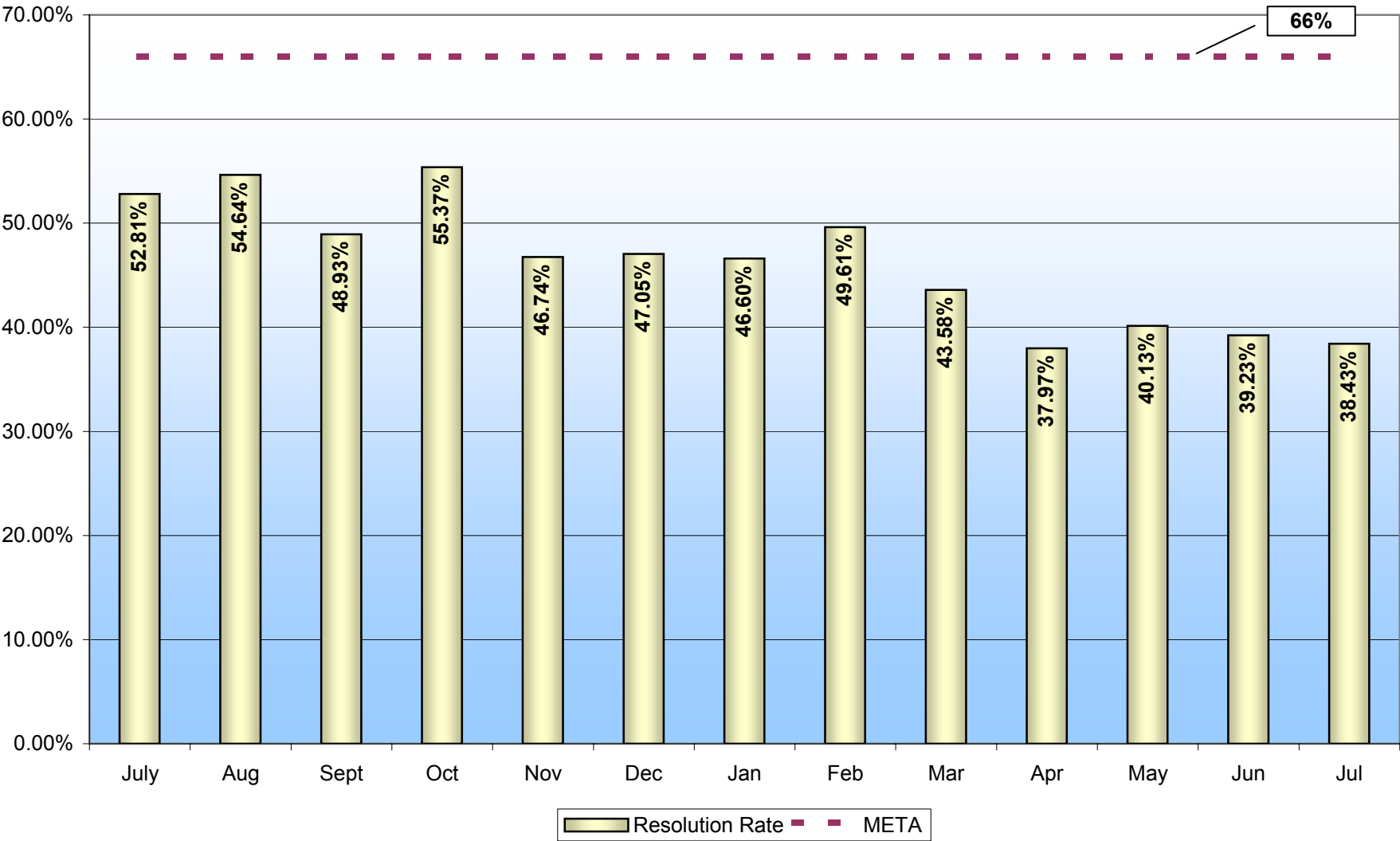
## DIT CSC Abandoned Call Rate



# DIT CSC Call Handle Time



# DIT CSC First Level Resolution Rate





## Contacts/Desktop

